Planning and Feedback Session

The purpose of this session was to identify institutional successes that have occurred at BSC in the past 2-4 years.

Group: Strategic Planning Task Force
Date: Sept. 12, 2011
Tool: Accomplishments Design
Attendees: 30

Employee Recruitment & Retention Plan
What made it work, specifically?
• Input from students on “ideal” workplace
• Cross functional committee (age, faculty, staff, etc.
• Outcomes of plan being implemented and communicated
  o (tuition assistance, ETL, moving expenses, flexible schedules.....)
• Turnover has reduced
• Top 10 places to work (several years)
• Research, Research, Research

Lessons to bring forward
• Do your homework
• Good results take time & effort
• Re-evaluate for continuous improvement
• Continuous communication

Creation of the Mystic Advising & Counseling Center (MACC)
What made it work, specifically?
• Students were asking for a “one stop shop” for advising and counseling services
• Support from AQIP
• Dedicated space and central location on campus
• MACC has a defined purpose - meeting student needs
• Tons of research for different types of models - what works/what doesn’t
• Support from leadership

Lessons to bring forward
• Student input very important
• Collaboration between different departments (advising/personal counseling/career services/multicultural services) - very critical

Development & Completion of the National Energy Center of Excellence (NECE)
What made it work, specifically?
• College’s focus on energy
• Support from all levels - national, local, state, industry
• 90% of employees donated to project
• Faculty commitment to programs
• Funding

Lessons to bring forward
• Need commitment and focus from college - leadership - many others
• Funding

Built a Sim Lab in Nursing Dept.
What made it work, specifically?
• Toured a successful sim center for ideas
• Consortium colleges worked together to get grant funding
• Paid coordinator for all campuses
• Trial and error
• Innovative faculty - Nat’l Conventions
• Open minded about technology in teaching
• Students run the Sims and learn from each other

Lessons to bring forward
• Coordinator to reduce duplicating efforts
• Don’t reinvent the wheel
• Collaboration with other entities
• Innovation can provide solutions that aren’t costly

Lidstrom Hall
What made it work, specifically?
• Huge need
• Capital Campaign - BSC Foundation
• Student input Board of Governors

Lessons to bring forward
• Heads on the bed
• Built it and they will come
• Take core of the stakeholders (Student’s Parents)

Flex-Comp Self Administration
What made it work, specifically?
• Making use of available resources
• Customer satisfaction (saves time) reimbursement is faster
• More participants
• Visited campuses that were doing it (UND, NDSCS)

Lessons to bring forward
• Collaboration with others campuses works
• Take care of people
“Beyond” Positioning - New marketing approach for BSC
What made it work, specifically?
• Input from all stakeholders - community & campus
• Brand identity team - Cross campus representation

Lessons to bring forward
• Would not work without intercommunication & marketing
• Key faculty involvement and commitment

Academic Honor Tutorial
What made it work, specifically?
• Faculty/Student cooperation
• Technology worked

Lessons to bring forward
• Feedback from Students

Communication w/outside or external entities, BSC visibility
What made it work, specifically?
• President and others using knowledge and experience
• Energy programs/connections w/energy
• Assigned people to work

Lessons to bring forward
• Community involvement is good
• Look at new markets
• Communication is important

Energy Programs/NECE (outside perspective)
What made it work, specifically?
• Direct growth to BSC
• “Known for” now (identity)
• Directly related to state/region/workforce/economy

Lessons to bring forward
• We saw a need/opportunity
• Is it working? (proof) Job placement

New Refund process - HigherOne - BSC Beyond Card
What made it work, specifically?
• Saved Labor (writing checks) time and money
• Instant for student/customer
Lessons to bring forward

- New process requires orientation and explanation
- Automated processes save time and money
- Customer service is important
- Financial lessons need for 18 year olds

**BSC’s Excellence through Leadership Program**

What made it work, specifically?

- Cross-Functional team researched other programs in the USA
- Part of R&R initiative
- Enhances BSC’s talent pipeline
- Administrative Support

Lessons to bring forward

- Faculty and Staff both involved
- Variety of Applications
- Participants see the broader BSC
- Learned from others

**Degree Audit report/Electronic**

What made it work, specifically?

- Forced hands on training/exposure
- Addresses specific need
- Benefits both students and faculty
- Functions as promised
- Decreases faculty workload
- Training by SITS staff
- New position funded
- Improved availability to data for staff, faculty, and students

Lessons to bring forward

- Hands on roll-out worked
- Tested before it was rolled out

**Learning Environment classroom - pods/comfy chairs**

What made it work, specifically?

- Financial support (WE project)
- Willingness of faculty to try something new
- Based on successful model
- Student buy-in

Lessons to bring forward

- Wasn’t a reinvention of wheel
- Try something different - take a leap of faith
**Mystic Advising Counseling Center (MACC)**

**What made it work, specifically?**
- Commitment of Energy, Time
- Collaborative Planning Process
- Clear goals
- Strong leadership
- AQIP project (Academic Quality Improvement Process)
- AQIP action team found resources

**Lessons to bring forward**
- “Slow and Steady wins the Race”
- The involvement of many allowed this to occur
- Need organization for the process
- AQIP action projects work

**Beautification of Campus (interior & exterior)**

**What made it work, specifically?**
- Contagious! and spread across the campus
- Art work was integral

**Lessons to bring forward**
- Shows we care about students and faculty

**Lessons to Remember (Overall)**
- Stakeholder involvement is essential
- Proactive engagement with community
- Organized process with multiple perspectives and ideas
- New processes require orientation and explanation (training/understanding)
- Good results take time and steady work
- Taking care of people; pay attention to students (people’s impact is important)
- Reevaluate for continuous improvement
- Live customer service
- Innovation doesn’t need to cost a lot of money
- Take time to do the research
- Take a leap of faith
- Don’t reinvent the wheel
- Collaboration with other departments and functions (understand what you do might impact them)
- Communication through the entire process
- Finding out stakeholders needs is important